

**MEETING MINUTES**  
**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**  
**March 10, 2005**

**Present**: Carl Britton-Watkins, Terry Burgess, Pete Clary, Zack Commander, Sandy DuPuy, Cody Ferrell, Kathleen Herr, Ron Huber, Ed Masters, Doug Michaels, Ellen Perry, Barbara Richards, and Betty Stanberry.

**Absent**: Jere Annis, Amelia Thorpe

**DHHS Staff Present**: Cathy Kocian, Mark O'Donnell, Chris Phillips and Ann Remington.

**DHHS Staff via Teleconference**: Leza Wainwright

**Guests**: Jackie Copeland, Jocie Cremisi, Jim Cunningham, Karen Crumbliss, Sherrie Edwards, Ann Grassi, Carlos Hernandez, Kelly Jones, Carole Jorgenson, Grace Kelly, Dennis Knasel, Julia Masters, William Morris, Cheryl Nicholas, Betty Pankey, Clendon Ramseur, and Jan Sisk.

**1. Welcome and Introductions**

- “ Doug Michaels, SCFAC Vice Chair, welcomed everyone to the SCFAC meeting that was held in Charlotte at the Mecklenburg County LME / Area Mental Health, Developmental Disabilities, Substance Abuse Authority. Code of Conduct rules were referenced as a reminder to have respect for everyone who is speaking and allow one person at a time to talk.
- “ Any SCFAC member requesting additional financial reimbursement for costs pertaining to hotel, meals, transportation, copies, etc. associated with SCFAC work will need to route their request through the Chair or Vice Chair. DHHS policies and procedures require prior authorization through appropriate channels for the expenditure of public dollars.
- “ Carlos Hernandez, Deputy Director Mecklenburg County LME, gave a warm welcome to all SCFAC members and guests. Carlos gave a brief overview of the LME and its relationship with the local CFAC. He emphasized the importance of understanding managed care as well as the needs of consumers and family members.

**2. Approval of Agenda and Minutes**

- “ The agenda was approved with changes.
- “ The February 2005 minutes were approved.

**3. NCQA (National Committee on Quality Assurance) Presentation**

- “ Jan Sisk, Quality Improvement Director for Mecklenburg LME, gave a presentation on the NCQA accreditation process. NCQA is a national accrediting agency for managers of health services. For additional information the following web site was provided: [www.ncqa.org](http://www.ncqa.org). NCQA does not accredit providers or provider agencies.
- “ NCQA originally began with “specific measurements about preventive health (such as rates of immunization of children) and later expanded to include standards for functional areas of managed care organizations: Quality Improvement, Utilization Management, Credentialing, Rights and Responsibilities and Preventive Health.”
- “ NCQA is a data-driven process that involves long term projects that are more than a year in length. The average time frame to complete the NCQA accreditation process is eighteen months and costs approximately \$40,000.00. The process involves several surveys, one of which is data reported by Medical Doctors and Registered Nurses who have made a thorough review of numerous reports and files within the LME. One

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survey is a Customer Satisfaction Survey ([www.cahps-sun.org/Home/Index.asp](http://www.cahps-sun.org/Home/Index.asp)). The population served by the LME seeking accreditation must be 50,000 or greater.

- .. A Managed Behavioral Health Organization (MBHO) must complete the following activities prior to being accredited by NCQA:

- Comprehensive QI Program
- Practitioner and Provider Availability
- Access and Availability
- Customer Satisfaction Practice Guidelines
- Continuity & Coordination of Care
- Service Improvement Activities
- Clinical Improvement Activities
- Treatment Records Standards
- Utilization Management Process
- Utilization Management Standards
- Rights and Responsibilities Standards
- Credentialing Standards
- Credentialing Provider Agencies
- Preventive Health Programs
- Information to Individuals and the Network

### **4. ELT Meeting Update provided by Sandy DuPuy**

- .. Sandy DuPuy, SCFAC member, attended the Division Executive Leadership Team (ELT) meeting in Raleigh on February 22, 2005. In order for the SCFAC members to make knowledgeable recommendations to the Division regarding policies and procedures and current work under development, it was suggested by Ms. DuPuy that it would be beneficial for the SCFAC members to diligently review the ELT minutes. The SCFAC recommended that Chris Phillips become the link between ELT and SCFAC, presenting information to the SCFAC for review and comment. In addition, the SCFAC would like the ELT minutes to include the SCFAC comments and suggestions.
- .. The proposed LME rules (10A NCAC 27I) are projected to be submitted to the Rules Committee and the Mental Health Commission in July/August 2005. Final adoption is not projected until February 2006. With this projected schedule the earliest effective date of the LME rules would be April 1<sup>st</sup>, 2006. This proposed schedule does not yet have final approval by the ELT or the Commission. SCFAC questions and comments arose about this process, given the fact that the new Service Definitions go into effect July 1, 2005.
- .. Steve Hairston is overseeing the Cultural Competency Task Force. The Task Force is in the process of finalizing their report for completion in May or June 2005. The SCFAC members discussed the possibility of reviewing the report and providing feedback to the Division.
- .. The ELT is planning a day long retreat in March or April to review the State Plan 2005-2006. SCFAC members expressed an interest in having representation at this retreat and have requested an invitation to participate.

### **5. Division Update via Teleconference provided by Leza Wainwright, Division Deputy Director**

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- .. Secretary Carmen Hooker-Odom signed the finalized Medicaid Service Definitions on March 8, 2005. They were then sent to the Center for Medicare and Medicaid Services (CMS) in Atlanta to begin the review and approval process.
- .. The Appropriations Sub-Committee is meeting in Raleigh to discuss the DHHS budget. The current budget is 3.7 billion dollars and the recommended budget for 2005-2006 is 3.9 billion dollars. However, based upon current projection, Medicaid alone will require \$300 million dollars more to meet current demand. This means there will have to be reductions in the budget.
- .. The ELT acknowledges that the working relationship between ELT and SCFAC will continue to evolve. SCFAC members requested that the ELT routinely provide them with timely information in order to assist them in their responsibility to provide input to the Division.
- .. The Division has recommended four potential provider accrediting bodies to DMA: the Council on Accreditation (COA), the Council on Quality and Leadership (CQL), the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the Council on Accreditation of Rehabilitation Facilities (CARF). These organizations accredit providers to provide services in all MH/DD/SA disability categories.
- .. The Division is developing a standardized process to monitor for provider choice and ensure quality of service for consumers and families. This does not replace the intent of the Legislation regarding local LME responsibility for oversight of the providers in their communities.
- .. As of this date, March 10th, approximately 400 child group homes have been inspected throughout the state. The goal is to complete the investigations of children's group homes by May 2005.
- .. It is important for the public to know that they are welcome to address questions, concerns, or comments through the Division website via [contactdmh@ncmail.net](mailto:contactdmh@ncmail.net) at anytime. The Communications and Training Team will receive the emails and distribute them for response to the appropriate person(s).

### 6. Public Comment Time

- .. Cheryl Nicholas, Innervision Program Director, is interested in learning more about an accreditation process for psychosocial clubhouses, and whether this process is aligned with best practices. Ms. Nicholas stated that the community is more concerned with safety than recovery issues.
- .. Clendon Ramseur, member of Innervision, stated he benefits both socially and vocationally from his participation in Innervision as a consumer. Mr. Ramseur questioned whether the state is looking at psychosocial rehabilitation and the services needed.
- .. William Morris, Consumer and Staff member of Innervision, discussed how he never had caregivers who supported and encouraged him personally and professionally. Mr. Morris is greatly concerned about benefits being reduced or the possibility of termination from his position.
- .. Grace Kelly, Consumer and Board Member of Innervision, stated she has been actively involved with a clubhouse model for ten years and that she is very supportive of this model.
- .. Julia Masters, Consumer, mentioned the importance of education and knowledge about her own illness. Mrs. Masters stated it was best for "me to be a part of it versus it consuming me." She stated that strong advocacy is central to breaking the stigma that

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plagues our society. It is vital to have public discussion about mental illness rather than confining it to NAMI, LMEs and Board rooms.

- “ Sherrie Edwards, Consumer from Union County, was very concerned that no one else from Union County was at the SCFAC meeting. Ms. Edwards mentioned that when she got sick her family had to drive three hours to visit her in the hospital. She stated her concerns regarding the differences in services offered in Catawba from those offered for people residing in Union County.
- “ Kelly Jones, Youth Coordinator for Powerful Youth Friends United (PYFU), thanked the SCFAC for involving youth in the local and State CFAC groups. Ms. Jones distributed brochures and shared the mission of PYFU. At this time, PYFU is involved with parents and youth in the schools developing a youth rights handbook, participating in a CPASS grant and fulfilling a grant awarded by the Governor’s Advocacy Council for Persons with Disabilities (GACPD).
- “ Karen Crumbliss, from the Developmental Disabilities Training Institute (DDTI), also assists as an advocate with NC TASH. Ms. Crumbliss plans to continue to provide information to consumers and families and build grass roots advocacy. She reported that the Division will be providing training on the CAP MR/DD Waiver on April 18, 2005 at the Best Practices Conference in Greensboro.

## 7. Service Definitions

- “ The SCFAC unanimously agreed to provide feedback on the Service Definitions to Kathleen Herr by March 25, 2005, in order for her to compile the recommendations and submit a final document to the Division by April 7, 2005. In addition, Kathleen will draft a short summary that is user friendly.

## 8. Rules of Procedure

- ◆ SCFAC members discussed conflict of interest issues surrounding committee members holding employment positions with LMEs and Service Providers. The committee agreed to address this concern at the April meeting. Under the committee Rules of Procedure, Rule number 8 was referenced. It reads: “SCFAC Duty versus Personal Role: SCFAC members should be vigilant to avoid conflicts of interest caused by membership in other groups, keeping in mind the oversight duty the SCFAC has in reference to many other groups; however, if a member has a strong desire to be a part of another group, the member may do so if (1) the SCFAC is immediately notified of such other membership, and (2) serving in the other group does not compromise the member’s ability to serve on the SCFAC. If either (1) or (2) are violated, the member must resign from one group.” SCFAC members would like to clarify this issue prior to reviewing applications for the vacant positions on the committee, in order to make appropriate recommendations to Secretary Carmen Hooker-Odom. The SCFAC will only review applications that meet the criteria for available positions.

## 9. Continuation of Work Plan Priorities

- “ The contact person from each SCFAC sub-committee gave a brief update on their progress. To ensure effective communication on these projects, Division contacts have been assigned to work with each sub-committee for the identified priorities.

**10. Communication Protocol Issues**

- “ The ELT meeting for March 22, 2005 has been cancelled. Carl Britton-Watkins is scheduled to attend the April 19, 2005 ELT meeting in Raleigh.
- “ Communication will occur as needed among SCFAC members between meetings to formulate input and/or make recommendations to be approved at their subsequent SCFAC meeting.

**11. Next Meeting**

- “ The next meeting is scheduled for April 14, 2005 from 9:30 A.M. – 3:30 P.M. and will be held at Dix Campus-Royster Building, Room 210.

**12. April Meeting Agenda**

- “ Approval of the Agenda.
- “ Approval of March’s minutes.
- “ Rules of Procedure concerning conflict of interest clarified.
- “ Janice Peterson, Early Intervention and Prevention
- “ Old and New Business.
- “ Division contacts will be meeting with sub-committees.